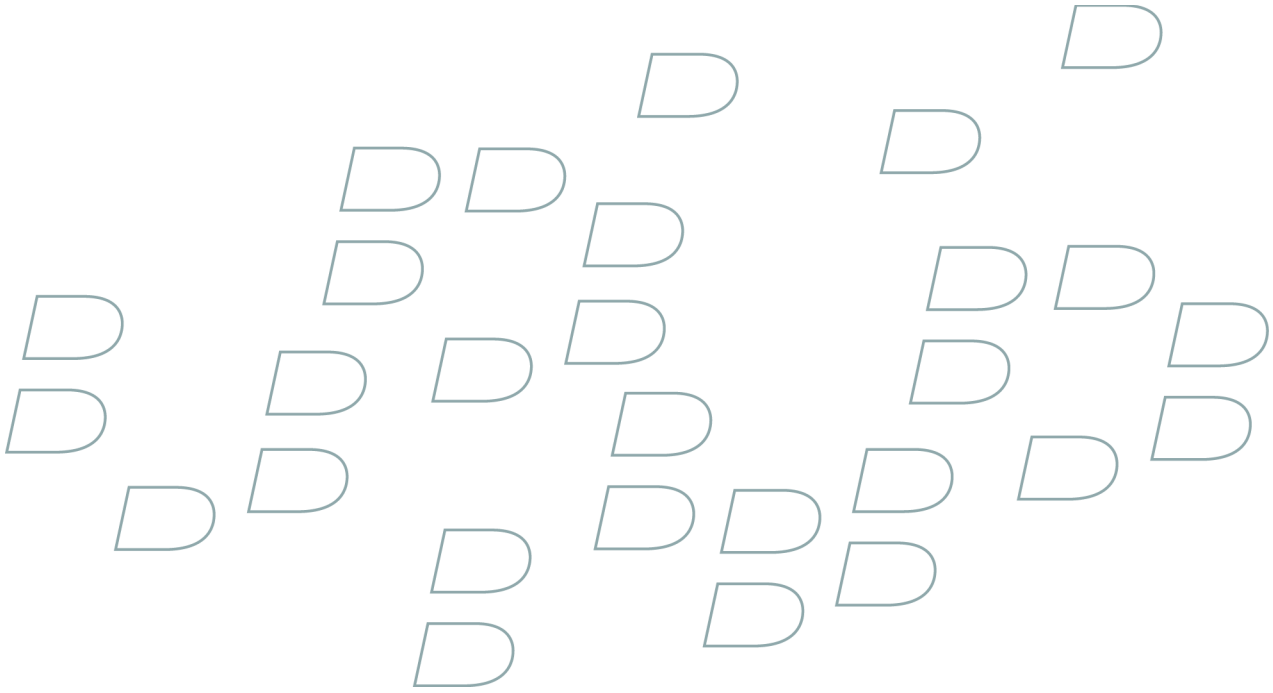

Migration Guide

BlackBerry Professional Software for Microsoft Exchange

Version: 4.1 | Service Pack: 4

SWD-314931-0912090712-001

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About the BlackBerry Professional Software 1

The BlackBerry® Professional Software is designed to provide the core wireless communications and collaboration features and the security that you have in your current BlackBerry small business solution, in a smaller package.

The BlackBerry Professional Software supports up to 30 BlackBerry device users.

The BlackBerry Manager that ships with the BlackBerry Professional Software has been redesigned to provide streamlined access to management and configuration tools. You can use the same IT policy rules that you use to protect your existing BlackBerry small business solution. In addition, you can now choose from preconfigured IT policies that are designed to make IT policy management easier.

Because group-based administration and role-based administration are designed for larger organizations with multiple IT departments and administrators, these management options have been removed from the BlackBerry Professional Software.

Support for applications has also been simplified. You can install BlackBerry® Java® Applications and BlackBerry Browser applications on the BlackBerry devices in your organization, but existing or new BlackBerry MDS Runtime Applications are not supported.

Users can communicate with instant messaging applications such as Google Talk™ or Yahoo!® Messenger, but the BlackBerry Professional Software does not support server-based enterprise instant messaging applications, such as IBM® Lotus® Sametime® or Microsoft® Office Live Communications Server.

If the number of BlackBerry device users in your organization increases, or if you find that users need access to more data or to a broader range of applications, you can upgrade from the BlackBerry Professional Software to BlackBerry® Enterprise Server Version 4.1 SP5 or later.

Migrating to the BlackBerry Professional Software

You can migrate to the BlackBerry® Professional Software from BlackBerry® Enterprise Server – Small Business Edition Version 4.0 or later. If you have a small business solution that is earlier than Version 4.0, you must upgrade to Version 4.0 or later before you migrate to the BlackBerry Professional Software.

You can install the BlackBerry Professional Software either on the current host server for your BlackBerry small business solution or on your mail server. If your present environment is up and running, no additional setup tasks are required. You do not have to remove the software for your existing BlackBerry small business solution before you begin the migration.

During the migration, you can configure the BlackBerry Professional Software to connect to an existing Microsoft® SQL Server® database. Alternatively, the setup application can automatically install a Microsoft® SQL Server® 2005 Express database.

The setup application runs a preinstallation tool that verifies that your environment meets the minimum system requirements for the BlackBerry Professional Software. The tool displays the results of the analysis on the screen. It also writes the results in the log files in the following location: <*drive*>:\Program Files\Research In Motion\Blackberry Enterprise Server\logs \installer. The file names begin with DetectionLog_ .

If components of your existing BlackBerry small business solution, such as the BlackBerry Router or the BlackBerry Attachment Service, are currently installed on separate computers, the components remain installed, but the BlackBerry Professional Software ignores them and uses the components that the setup application installs during the migration process.

By default, the BlackBerry Professional Software uses the CAL key from your existing BlackBerry small business solution. If you have a new CAL key, you can replace the existing CAL key after the installation.

For more information, see the BlackBerry Professional Software documentation at www.blackberry.com/go/serverdocs.

Migrate to the BlackBerry Professional Software 2

Note: You must restart your server during the installation process. The restart can take several minutes.

1. Log in to the host server for the BlackBerry® Professional Software using the account that you use to administer your existing BlackBerry small business solution.
2. In the BlackBerry Professional Software installation media, double-click the **setup.exe** file.
3. Complete the instructions on the screen. Consider the following information:
   - If you must resolve any issues that the preinstallation tool detects, click **Cancel**. You can restart the migration after you resolve the issues.
   - If you want to install a Microsoft® SQL Server® 2005 Express database on your server, click **Local**, and then type the Microsoft SQL Server name, the database name, and the authentication type.
   - If you want to connect to an existing local database, click **Local**, and then type the name or IP address of the host computer for the existing database and the name of the existing database.
   - If you want to connect to an existing remote database, click **Remote**, and then type the name or IP address of the host computer for the existing database and the name of the existing database.
4. When you are prompted to restart your server, click **Yes**.
5. Log in to the host server for the BlackBerry Professional Software using the account that you use to administer your existing BlackBerry small business solution. Wait for the setup application to restart.
6. Complete the instructions on the screen. Consider the following information:
   - The BlackBerry Professional Software uses the CAL key from your existing BlackBerry small business solution. To change the CAL key, type the new information in the CAL key field.
7. To complete the migration and start the BlackBerry Professional Software, click **Start Services**.
8. If a MAPI error displays, perform the following actions:
   - On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Edit MAPI Profile**.
   - Verify the Microsoft® Exchange server name and the Microsoft Exchange administrator mailbox.
   - Click **OK**.

Troubleshooting the installation process 3

A third-party tool did not install successfully and the BlackBerry Professional Software setup application closed

Possible solution

1. In the BlackBerry® Professional Software installation media, double-click the **Tools** folder.
2. Double-click the setup application file for the tool.
3. Complete the instructions on the screen.
4. Restart the BlackBerry Professional Software setup application.

Failed to write License key to the Database. Refer to the installation log file for more information.

This message appears if you change the client access license (CAL) key for the BlackBerry® Enterprise Server - Small Business Edition to the CAL key for the BlackBerry® Professional Software during the migration process. In addition, the BlackBerry Professional Software does not install successfully.

Possible cause

By default, the setup application for the BlackBerry® Professional Software does not overwrite an existing CAL key during the installation, migration, or upgrade process.

Possible solution

You must complete the installation using the existing CAL key for the BlackBerry® Enterprise Server - Small Business Edition. After you complete the installation, you must change to the CAL key for the BlackBerry® Professional Software.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > BlackBerry Manager**.
2. Click the **Home** tab.
3. In the **Account** section, click **License Management**.
4. Click **Add License** .

Previous version detected but no database available

This message might appear when you start the setup application. The setup application then closes.

Possible solution

The registry keys that identify the BlackBerry® Configuration Database must exist in the Registry Editor.

1. On the server that hosts the BlackBerry® Professional Software, on the taskbar, click **Start > Run**. Type **regedit**.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\Research In Motion\BlackBerry Enterprise Server\Database.
3. Right-click **Database**. Click **New > String Value**.
4. Create the following case-sensitive String values if they do not already exist:
   - **DatabaseName**: Right-click the new value. Click **Modify**. Set the **Value data** to the name of the BlackBerry Configuration Database.
   - **DatabaseServerMachineName**: Right-click the new value. Click **Modify**. Set the **Value data** to the computer name of the server that hosts the BlackBerry Configuration Database.
5. Restart the setup application.

The setup application prompts for access to the installation media for Microsoft .NET Framework version 1.1

Possible cause

When the BlackBerry® Professional Software setup application installs Microsoft® .NET Framework version 1.1 SP1 on a computer that hosts a previously installed version of Microsoft .NET Framework version 1.1, it prompts you for access to the installation media for Microsoft .NET Framework version 1.1.

Possible solution

1. In the BlackBerry Professional Software installation media, double-click the **Tools** folder.
2. Double-click the **netfx.msi** file.
3. Complete the instructions on the screen.

The setup application did not prompt you to change or confirm the MAPI profile

Possible solution

You can create and change the MAPI profile manually.

1. In the BlackBerry® Professional Software installation media, double-click the **Tools** folder.
2. Double-click the **Fixmapisvc.exe** file.
3. Verify that the **mapisvc.inf** file is installed at C:\winnt\system32 or C:\windows\system32.
4. On the taskbar, click **Start > BlackBerry Professional Software > Edit MAPI Profile**.
5. Type the Microsoft® Exchange Server name.
6. Click the Microsoft® Windows® account that is associated with the MAPI profile.

7. Click **OK**.

Service failed to start, generating error 5305

Thiss message appears when you start the Microsoft® Windows® account that runs the BlackBerry® Professional Software.

Possible cause	Possible solution
The Microsoft® Exchange Information Store service was not started on the Microsoft Exchange Server that hosts the mailbox for the Microsoft® Windows® account that runs the BlackBerry Professional Software.	1. On the Microsoft Exchange Server, on the taskbar, click **Start** > **Administrative Tools** > **Services**. 2. Right-click **Microsoft Exchange Information Store**. 3. Click **Properties**. 4. Click **Start**.
If a Messaging Application Programming Interface (MAPI) profile was created using a profile wizard, this message might appear for one of the following reasons: • The profile wizard might return more than one mailbox for the Microsoft Windows account that runs the BlackBerry Professional Software. • The Microsoft Exchange Server might not host the mailbox for the administration account for the BlackBerry Professional Software. • The MAPI profile might be configured to use a method of authentication other than NT Password Authentication, which requires a user name, domain, and password.	1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start** > **Programs** > **BlackBerry Professional Software** > **BlackBerry Server Configuration**. 2. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 3. Type the Microsoft Exchange Server name. 4. Type the mailbox name of the Microsoft Windows account that runs the BlackBerry Professional Software. 5. Click **OK**.
The security settings in the MAPI properties are configured to prompt for a password, but Distributed Password Authentication is configured.	Change the MAPI authentication method to Windows NT Password Authentication. 1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start** > **Programs** > **BlackBerry Professional Software** > **BlackBerry Server Configuration**.

Possible cause	Possible solution
	2. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 3. On the **Advanced** tab, in the **Logon network security** drop-down list, click **NT Password Authentication**. 4. Click **Apply**.
The Microsoft Windows account that is used to run the BlackBerry Professional Software was deleted.	Restore the Microsoft Windows account from a backup file, or create a new account. For more information about how to create a new account, see the *BlackBerry Professional Software Getting Started Guide*.
The Microsoft Windows account that is used to run the BlackBerry Professional Software was migrated to a new server, and its location was not updated through directory replication.	1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > Run**. 2. Type **cd\Program Files\Research In Motion \BlackBerry Enterprise Server\Utility** 3. Type **handheldcleanup.exe -u** 4. In the **ProfileName** drop-down list, click **BlackBerryServer**. 5. Click **OK**. 6. At the command prompt, type the name of the server that hosts the BlackBerry Professional Software as the name appears on the Home tab of the BlackBerry Manager. 7. To exit from the command prompt window, type **exit**. 8. In the Microsoft Windows Services panel, restart the BlackBerry services.
Microsoft® Outlook® is installed on the server that hosts the BlackBerry Professional Software.	1. Remove Microsoft Outlook from the host server. 2. Install or re-apply Microsoft Exchange Administration 4.5 Service Pack 4 or the Microsoft Exchange System Management Tools for Microsoft Exchange 2000 or Microsoft Exchange 2003.
The Server Routing Protocol (SRP) identifier is not listed in Exchange 5.5 Administrator > Configuration > BlackBerry Servers > System Info.	Uninstall and then re-install the BlackBerry Professional Software using the same configuration information that you used in the original installation.

Possible cause	Possible solution
	Do not click the Remove Server button at BlackBerry Servers. Removing the server eliminates any possibility of restoring existing user accounts that are serviced by the BlackBerry Professional Software.
In a Microsoft Exchange 2000 or Microsoft Exchange 2003 environment, this message might appear for one of the following reasons: • permissions for the Microsoft Windows account that is used to run the BlackBerry Professional Softwareare not correctly specified or are missing • MAPI profile for the Microsoft Windows account is incorrect or is not specified	1. Grant all required permissions to the Microsoft Windows account that is used to run the BlackBerry Professional Software. For more information, see the *BlackBerry Professional Software Getting Started Guide*. 2. When you are prompted for the MAPI profile name, type the MAPIProfile name that is in the registry at HKEY_CURRENT_USER/Software/Research In Motion/BlackBerry Enterprise Server/Management.
The Microsoft Exchange Server was upgraded to Microsoft Windows 2003 with Microsoft Exchange2003, but the BlackBerry Professional Software is installed on a computer that is running Microsoft Windows Server 2000 and Microsoft Exchange 2000 System Manager.	1. Install Microsoft Exchange 2003 System Manager on the server that hosts the BlackBerry Professional Software. 2. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start** > **Programs** > **BlackBerry Professional Software** > **BlackBerry Server Configuration**. 3. On the **BlackBerry Server** tab, click **Edit MAPI Profile**. 4. Type the Microsoft Exchange Server name. 5. In the **Mailbox** field, type the name of the Microsoft Windows account that is used to run the BlackBerry Professional Software. 6. Click **Apply**.
The Microsoft Windows account that is used to run the BlackBerry Professional Software does not have access to the Global Address List or if the account is not visible in the Global Address List. This is typical in hosted environments, in which the Global Address List is isolated for each organization that uses the hosted services.	1. Make the Microsoft Windows account that is used to run the BlackBerry Professional Software visible in the Global Address List. 2. Grant the account unrestricted access to the Global Address List so that it can resolve its own mailbox location and those of all BlackBerry device users, regardless of the organization they belong to.

Possible cause	Possible solution
The Microsoft Windows account that is used to run the BlackBerry Professional Software is corrupted and cannot access mailboxes for BlackBerry device users.	Re-create the Microsoft Windows account that is used to run the BlackBerry Professional Software, and grant the account all required permissions. For more information about how to create a new account, see the *BlackBerry Professional Software Getting Started Guide*.
A Public Folder storage group and database were not created during the installation of Microsoft Exchange 2007 Server.	Create a Public Folder storage group and database on theMicrosoft Exchange 2007 Server. For more information, see the *BlackBerry Professional Software Getting Started Guide*.

BlackBerry Router and BlackBerry Dispatcher do not install during the migration or upgrade process

When you migrate or upgrade to the BlackBerry® Professional Software from BlackBerry® Enterprise Server - Small Business Edition or BlackBerry Enterprise Server Express, the BlackBerry Router and BlackBerry Dispatcher do not install, and the BlackBerry Professional Software does not run.

The log files for the setup application do not display any error messages for the migration or upgrade process.

Possible solution

Remove and then re-install the BlackBerry Professional Software.

When you re-install the BlackBerry Professional Software, you must specify both the name of the Microsoft® SQL Server® that hosts your existing BlackBerry Configuration Database and the name of the original database (the default name is BESMgmt).

To point your database to the correct Microsoft SQL Server and database name, at the **Database Settings** step of the migration or upgrade process, consider the following information:

- In the **Database Location** section, specify whether your existing BlackBerry Configuration Database is running on a locally hosted Microsoft SQL Server or on a remote server.
- In the **Database Information** section, type either the computer name or the IP address of the Microsoft SQL Server.
- In the **Database Information** section, type the name of the existing database.
- In the **Database authentication** section, select the authentication type for your existing database. If you are installing a new database, select **Windows (trusted)** authentication.

I am experiencing an issue after I install the BlackBerry Professional Software on the Windows Small Business Server

Possible cause

After you install the BlackBerry® Professional Software on the Windows® Small Business Server, the BlackBerry Controller might not be able to start the BlackBerry Messaging Agent.

As a result, you might experience any of the following issues:

- You cannot activate user accounts.
- A "Pending delete" message appears when you try to add a user account.
- The BlackBerry Professional Software appears to be unavailable for processes that directly use the BlackBerry Messaging Agent.
- The BlackBerry Messaging Agent does not create log files.

Possible solution

For more information about possible causes and solutions for these issues, visit www.blackberry.com/support to read article KB04646.

Microsoft Outlook Web Access no longer works after I install the BlackBerry Professional Software

Possible cause

In a Microsoft® Exchange 2007 environment, Microsoft® Outlook® Web Access requires Microsoft .NET Framework version 2.0. The setup application for the BlackBerry® Professional Software automatically installs Microsoft® .NET Framework version 1.1, which can overwrite an existing installation of Microsoft .NET Framework version 2.0.

As a result, users might receive a "Service Unavailable" message when they try to use Microsoft Outlook Web Access 2007.

Possible solution

Restore Microsoft .NET Framework version 2.0. For more information, visit www.blackberry.com/support to read article KB15040.

Adding user accounts 4

You create and manage user accounts for the BlackBerry® Professional Software using the BlackBerry Manager.

In the BlackBerry Manager, you can use the Add New Users Wizard to create each user account, or you can create each user account manually. For information about creating a user account manually, see the *BlackBerry Professional Software Administration Guide*.

Preconfigured IT policies in the BlackBerry Professional Software

The BlackBerry® Professional Software provides preconfigured IT policies that you can apply when you set up a user account. You can configure additional IT policy rules in these IT policies or change any settings that are shown in the following table.

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Device-Only Items						
Password Required	False	True	True	True	True	True
User Can Disable Password	True	False	False	False	False	False
Maximum Security Timeout	—	30 min.	10 min.	10 min.	10 min.	10 min.
Maximum Password Age	—	60 days	30 days	30 days	30 days	30 days
Password Pattern Checks	0	0	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character	at least 1 alpha and 1 numeric character
Enable Long-term Timeout	—	—	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Password policy group						
Maximum Password History	—	—	6	6	6	6
Security policy group						
Disallow Third Party Application Download	False	False	False	True	False	True
Force Lock When Holstered	False	False	True	True	True	True
Content Protection Strength	—	—	—	—	Strong	Strong
Disable USB Mass Storage	False	False	False	False	True	True
External File System Encryption level	0	—	—	—	Encrypt to user password (excluding multimedia directories)	—
Bluetooth policy group						
Disable Serial Port Profile	False	False	False	False	True	True
Disable Discoverable Mode	False	False	True	True	True	True

IT policy rule	Default IT policy	Basic password security IT policy	Medium password security IT policy	Medium password security (disallow application download) IT policy	Advanced security IT policy	Advanced security (disallow application downloads) IT policy
Disable Address Book Transfer	False	False	False	False	True	True
Disable File Transfer	False	False	False	False	True	True
Require LED Connection Indicator	False	False	False	False	True	True
WLAN policy group						
WLAN Allow Handheld Changes	True	False	False	False	False	False

Add a user account

You must set up user accounts on your messaging server before you set up user accounts in the BlackBerry® Professional Software.

When you create a user account, you can assign an IT policy to control settings for the account. You can select one of the preconfigured IT policies, or create your own and select it. For more information about the IT policy rule settings, see the *Policy Reference Guide*.

1. On the server that hosts the BlackBerry Professional Software, on the taskbar, click **Start > BlackBerry Manager**.
2. In the BlackBerry Manager, click the **Home** tab.
3. In the **Account** section, click **Add New Users Wizard**.
4. In the user list, click the name of the user whose BlackBerry Professional Software user account you want to create.
5. Click **Select**.
6. Click **OK**.
7. On the Select IT policy screen, specify the IT policy setting for the user account.
8. On the Device Deployment screen, specify how to activate the BlackBerry device.

9. Click **Done**.

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